

REFERRAL PORTAL - FULL USER GUIDE

UT Southwestern

Using the Online Referral Portal

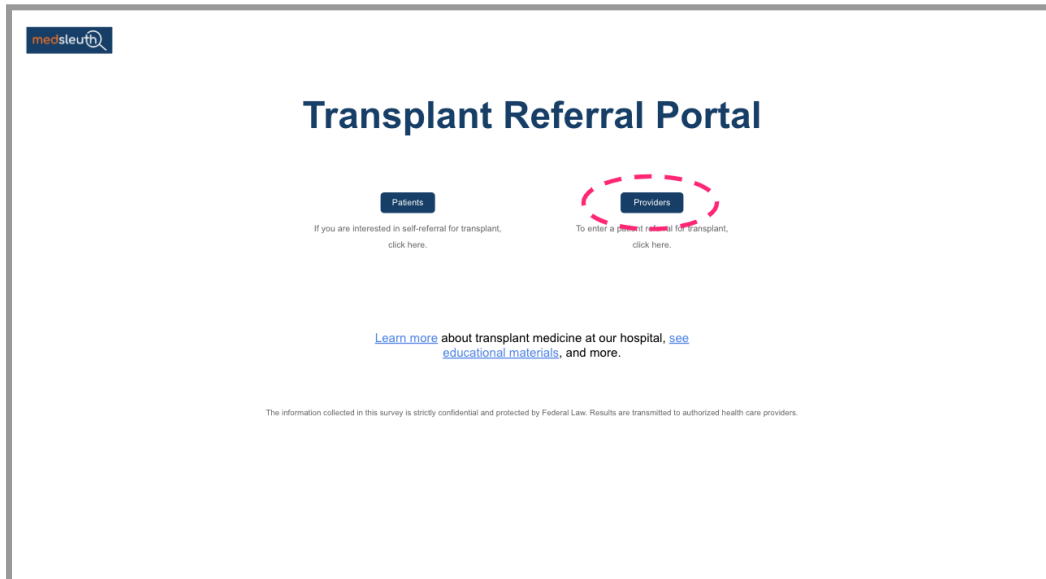
This online portal allows you to refer patients for transplant evaluation, add supporting documentation, and see status updates and messages from the transplant center team.

Before submitting a referral, please have ready digital copies of any supporting documentation you will need to submit with the referral – such as the patient’s Form 2728, insurance cards, H&P, most recent lab results, et cetera.

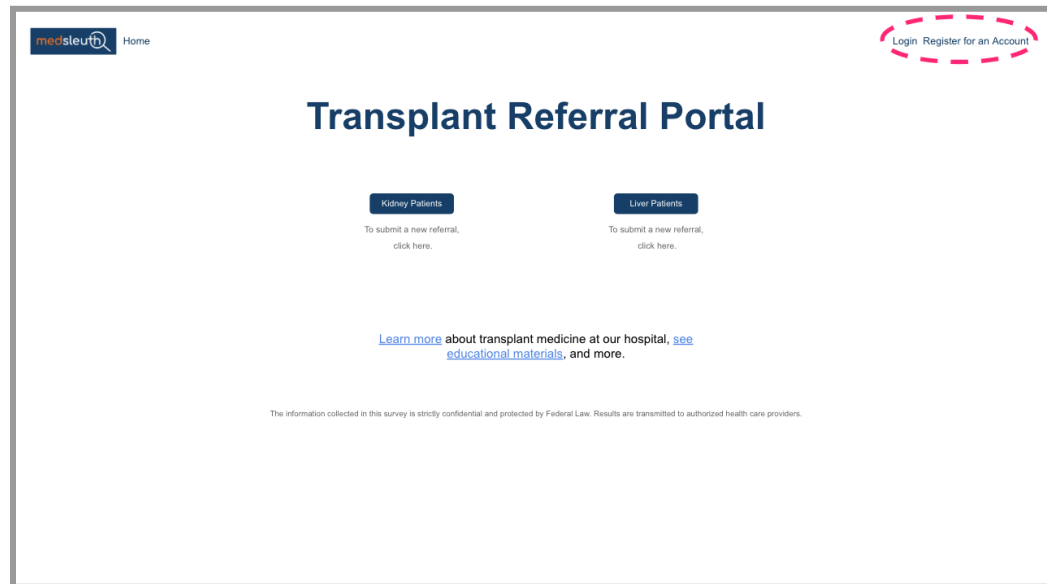
REGISTER FOR A NEW ACCOUNT *or* LOGIN TO AN EXISTING ACCOUNT:

While you can refer patients without creating an account, we strongly recommend that you create an account if you routinely refer transplant patients to this hospital. This will pre-populate certain information when you make new referrals, streamline the process for submitting necessary documentation, and allow you to view your past referrals.

1. Go to the website.
2. Click on “Providers.”



3. In the upper right-hand corner, click on “Register for an account [for new accounts]” or “Login [for existing accounts].”



To register:

4. Fill out your name, work email address, and organization name. All fields are required.

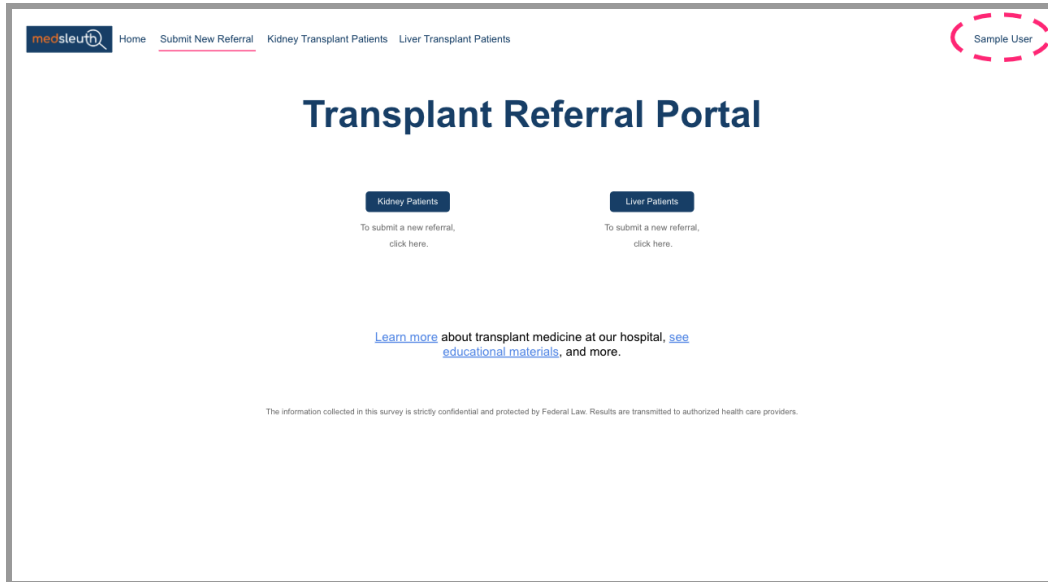
For “Organization Name,” please specify the location of your particular facility if your organization has multiple locations.

A screenshot of the MedSleuth registration form. The form is centered on a white background with the MedSleuth logo at the top. It contains several input fields: a name field (placeholder: Sample), a user field (placeholder: User), an email field (placeholder: users@hospital.org), an organization field (placeholder: Medical Center - Downtown), a password field (placeholder: *****), and a confirm password field (placeholder: *****). Below these fields is a blue 'Sign Up' button. At the bottom, there is a link to 'Learn more about transplant medicine at our hospital, see educational materials, and more.'

5. Set a password. Your password should be at least 8 characters long and contain both letters and numbers.

6. Click “Sign up.” You are now logged in to your new account.

To log in to your account in the future, you will need to first select “Provider” from the home page in order to access the “Login” option. Please note that your username is the email address that you used to register.



SUBMIT A NEW REFERRAL:

1. Log in to your account by going directly to the login page, or by clicking the “Provider” button on the main page, and then “Login” in the upper right-hand corner.

2. Click on the button for the appropriate referral type.

3. Complete the questionnaire. All fields are required unless otherwise noted.

If your referral is declined:

In the questionnaire, you will be asked if your patient meets the hospital's exclusion criteria. While you can still submit the referral, declined patients will not be scheduled for a transplant evaluation at this time. Please print this page or save it as a PDF as proof of your referral.

If there are extenuating circumstances and you would like to appeal this decision, this page will also list the process for seeking an exception.

4. If your referral is accepted, upload the requested documents.
 - a. Click on the “Upload Files” button on the lower left side of the page.
 - b. Select the requested files from your computer, then select “Upload.”
 - c. To upload additional files, simply click the “Upload Files” button again.Please upload all of the requested files at the time of referral.

The screenshot shows the MedSleuth website interface. At the top, there is a navigation bar with links: Home, Submit New Referral, Kidney Transplant Patients, Liver Transplant Patients, and a Sample User profile. The main content area is titled "Required Documents to upload with the Referral:" and lists two items: "Completed CMS 2728 Form" and "Insurance card(s)". Below this, it says "Recommended Documents to upload with the Referral:" and lists several items: "Most recent History & Physical (H&P)", "If the patient is HIV positive, include a recent HIV viral load and CD4 count", "C-peptide and HbA1c for kidney/pancreas or pancreas only referrals", "If the patient is on dialysis, dialysis rounding report, social work evaluation, nutrition evaluation", "Medication List", "Other recent studies (as available)", and "EKG, CXR, ECHO, CT scans". At the bottom of the document list, there is a section titled "Upload the required files here:" with a dashed red circle around it. Inside this section, there is a blue button with a cloud icon and the text "Upload Files", and a link that says "Or drop files". A "Next" button is located at the bottom right of the main content area.

5. Once you are finished uploading files, click the “Next” button, and you will see a confirmation page. Your referral is now complete. **Please print the confirmation page or save it as a PDF as proof of your referral.**

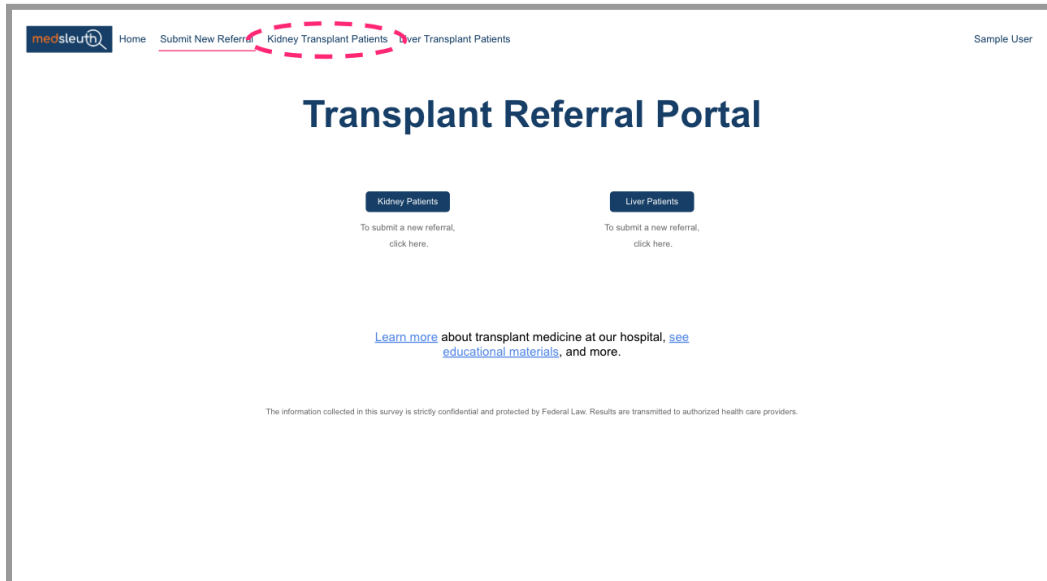
This page also explains the next steps that the hospital will take to evaluate your patient.

The screenshot shows the MedSleuth website interface. At the top, there is a navigation bar with links: Home, Submit New Referral, Kidney Transplant Patients, Liver Transplant Patients, and a Sample User profile. The main content area is titled "Referral Detail" and shows the following information: "Date: March 27, 2022", "Referring Provider: Allison Emdee", "Provider Group: Nephrology Associates", "First Name: Maria", "Last Name: Makebelieve", and "DOB: 5/26/1973". Below this, there is a paragraph of text: "We thank you for referring your patient to the Kidney and Pancreas Transplant Program at Transplant Hospital. Your patient will be called by one of our team members within the next 2 business days to introduce them to our program and to help them begin the process, starting with the completion of our online Health History Questionnaire (HHQ) form." At the bottom, there is another paragraph: "Once the HHQ is completed, one of our Coordinators will be reviewing all patient records and determining next steps for evaluation. We thank you for choosing Transplant Hospital, and will contact your patient soon."

VIEW or PRINT A PAST REFERRAL:

Note: You will only be able to view referrals you made while you were logged in.

1. Log in to your account by clicking the “Provider” button on the main page, and then “Login” in the upper right-hand corner.
2. On the top left, click on the link for the appropriate referral type.



3. Open the referral by clicking on the blue “Record ID” link in the leftmost column. *You can also see the referral’s status on this page. Open the referral if you need to see more information about the patient’s status.*

medsleuth Home Submit New Referral Kidney Transplant Patients Liver Transplant Patients Sample User

My Group Kidney Transplant Referrals

Record ID	Patient First Name	Patient Last Name	DOB	Submitted Date	Disqualifications	Update from our team
a1d7g000001W4HAA2	Maria	Makebelieve	01/01/1968	Apr 30, 2022	PASSED	Left voicemail for pt on 5/1...
a1d7g000001IP4xAAE	Frederick	Faker	02/11/1953	Apr 21, 2022	PASSED	Pt needs to complete ques...
a1d7g000001IP5vAAE	Peter	Pretender	04/17/1974	Apr 15, 2022	PASSED	Eval scheduled for 5/7/21.
a1d7g000001IP5qAE2	Irvine	Imaginary	08/27/1982	Apr 4, 2022	BMI meets or exceeds 45	
a1d7G000001IP5qSE2	Marcus	Manifestation	11/19/1959	Mar 23, 2022	PASSED	Pt referred for finance evalu...

4. To print, click on “Printable view” in the upper right-hand corner.

medsleuth Home Submit New Referral Kidney Transplant Patients Liver Transplant Patients Sample User

Kidney Transplant Referral
a1Y1R0000068SqT

Printable View

DETAILS RELATED

▼ Patient Information:

Patient First Name	test	Record ID	a1X1R000006Zy5e
Middle Name		SSN	
Patient Last Name	test	Completed	4/10/2021 6:58 AM
Gender	Female		
DOB	12/1/1980		
Age	40		
Race	Caucasian		
Preferred Language	English		
Translator Required	No		

5. Click on “Print this page” in the upper right-hand corner to print or to generate a PDF.

Transplant Referral

a1Y1R0000068SqT

Close Window
Print This Page
Expand All | Collapse All

▼ Patient Information:

Patient First Name	test	Record ID	a1X1R000006Zy5e
Middle Name		SSN	
Patient Last Name	test	Completed	4/10/2021 6:58 AM
Gender	Female		
DOB	12/1/1980		
Age	40		
Race	Caucasian		
Preferred Language	Portuguese		
Translator Required	No		
HT	5' 4"		
WT	70.3 kg (155 lbs)		
BMI	26.60 kg/m²		
Street Address	1234		
City	test		
State	CA		
Zip Code	123123		
Phone Number	(555) 555-5555		
Phone Type	Mobile		
Email Address			

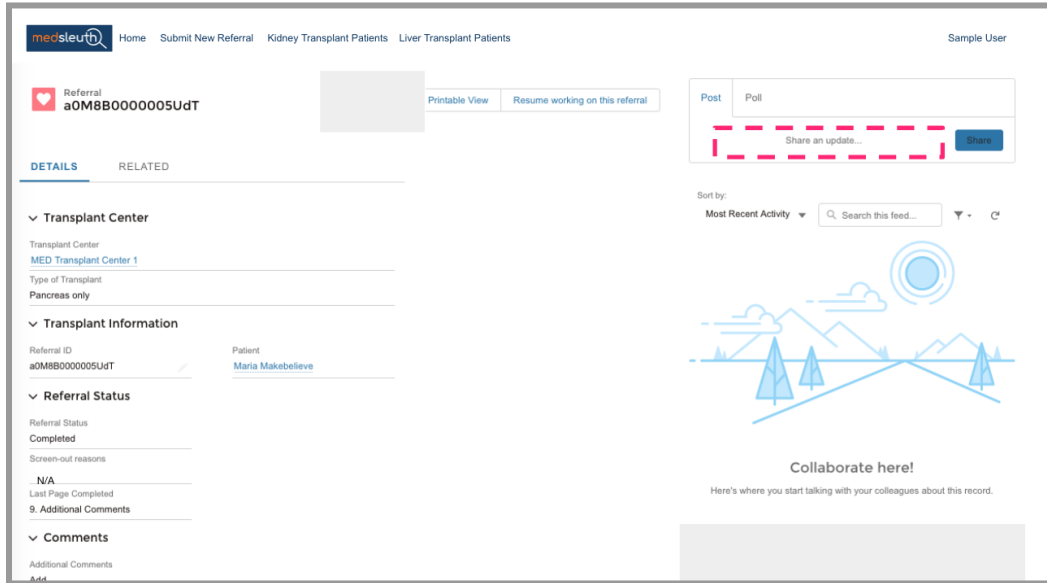
▼ Patient's Emergency Contact:

SEND *and* VIEW MESSAGES:

Note: You will only be able to message with transplant center staff if you create an account.

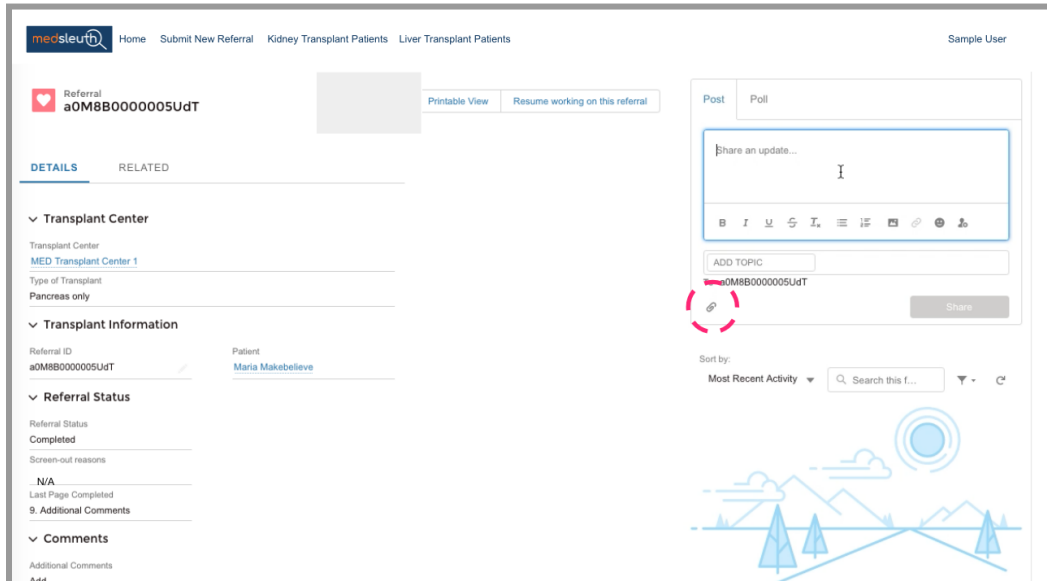
1. First, open the desired referral.

- a. Log in to your account by clicking the “Provider” button on the main page, and then “Login” in the upper right-hand corner.
 - b. On the top left, click on the link for the appropriate referral type.
 - c. Open the referral by clicking on the blue “Record ID” link in the leftmost column.
2. The messaging thread is on the right-hand side of your referral. To message transplant center staff, click where it says “Share an update” in the upper-right. Type your message.

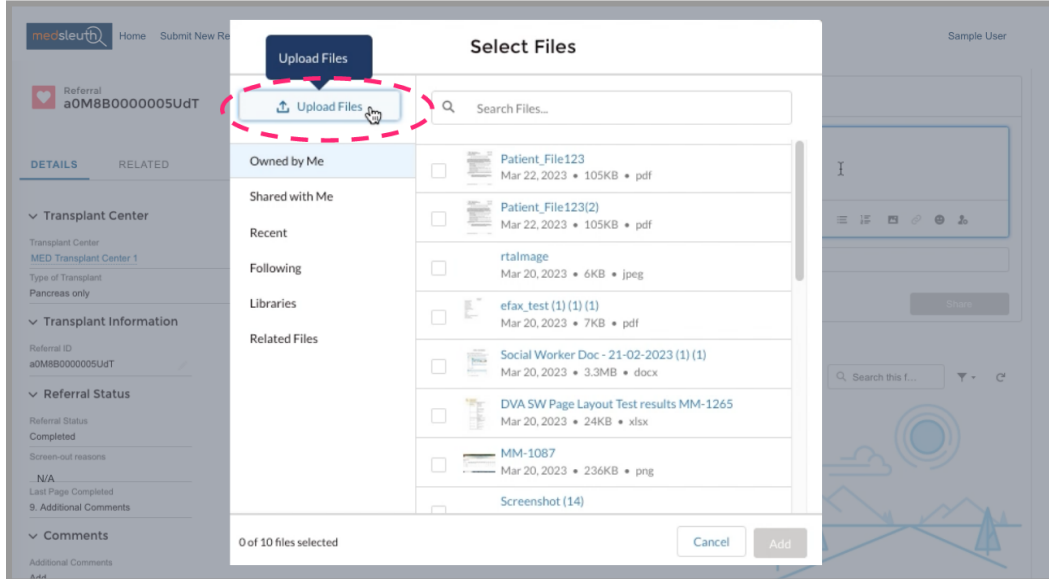


To attach a file to your message:

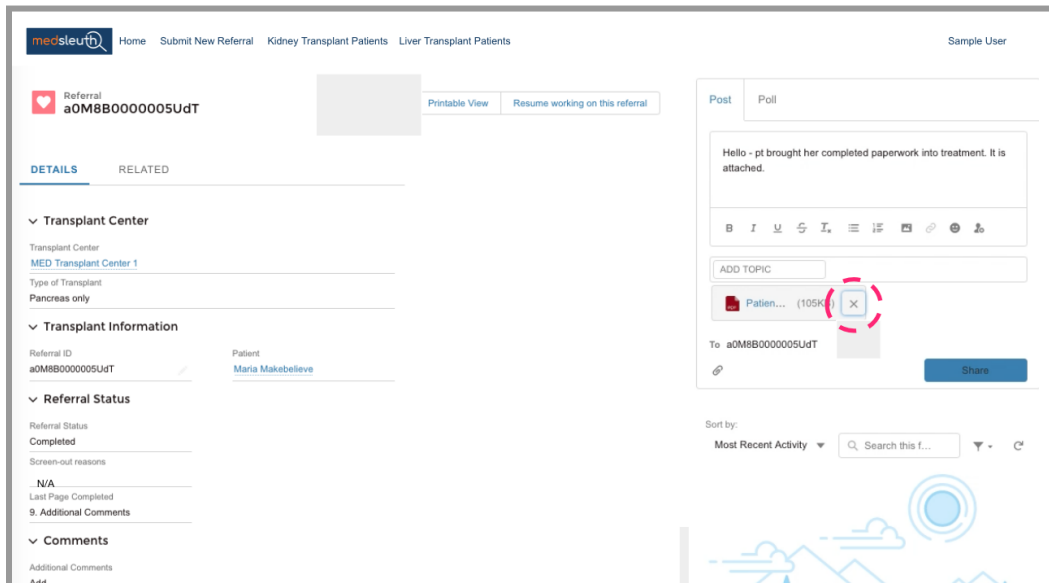
- a. Click on the paperclip icon below the left corner of the message box.



b. When the pop-up opens, click “Upload files” in the upper left.



c. Select the files you wish to upload, then click “Open.”
If you attach a file by mistake, click on the “X” to the right of the file’s icon to remove it.



3. Click the blue “Share” button to send the message.

The screenshot shows the MedSleuth interface for a referral with ID a0M8B0000005UdT. The left sidebar contains sections for Transplant Center (MED Transplant Center 1), Transplant Information (Referral ID, Patient: Maria Makebelieve), Referral Status (Completed), and Comments. The main content area on the right has a 'Post' tab selected. A message is composed: 'Hello - pt brought her completed paperwork into treatment. It is attached.' Below the message is a rich text editor with various icons. An 'ADD TOPIC' field is present. A file named 'Patient...' (105KB) is attached. At the bottom of the composition area, a blue 'Share' button is highlighted with a red dashed circle. The top navigation bar includes 'Home', 'Submit New Referral', 'Kidney Transplant Patients', 'Liver Transplant Patients', and a 'Sample User' profile.

4. Whenever transplant staff send you a message, you will receive a notification email. Messages from staff will appear on the referral in the same messaging thread where you send messages.

This screenshot shows the same referral page, but the 'Comments' section is expanded, displaying a message thread. The first message, from 'TC User 2 (Customer)' 2m ago, reads: 'Thank you! PT is now scheduled for an evaluation on 3/27 at 9:30 am.' This message and its reply box are highlighted with a red dashed circle. Below it is a message from 'CP Test User 3 (Customer)' 12m ago: 'Hello - pt brought her completed paperwork into treatment. It is attached.' with an attached file 'Patient_File...'. The interface includes the same sidebar and top navigation as the previous screenshot.